# MOT Testing Centre Compliance

## Audit Scorecard

A 15-point compliance assessment for tester approval, test bay condition, equipment calibration, MOT process compliance, and DVSA audit readiness

| | |
|---|---|
| **Dealer / Center Name** | |
| **Dealer Code** | |
| **Region / Zone** | |
| **Auditor Name** | |
| **Audit Date** | |
| **Cycle / Period** | |

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## How to Use This Scorecard

This scorecard evaluates MOT Testing Centre Compliance compliance across 15 criteria grouped into 4 categories. For each criterion, circle a score from 1 (not in place) to 5 (fully embedded and sustained). Do not rate where you aspire to be — rate what you observe on the day.

## Score Scale

| Score | Level | What it means |
|---|---|---|
| 1 | **Not in place** | Standard does not exist or has never been implemented at this dealership. |
| 2 | **Attempted** | Some effort made but inconsistent — visible gaps remain in most areas. |
| 3 | **Defined** | Standard is documented and partially followed. Some areas compliant, others not. |
| 4 | **Managed** | Standard is followed consistently. Minor exceptions occur. |
| 5 | **Fully Sustained** | Fully embedded. Evidence of ongoing compliance between audits without prompting. |

## RAG Status Guide

| Status | Overall Score | Action |
|---|---|---|
| Green | 60–75 (80–100%) | Compliant. Maintain current standards. |
| Amber | 38–59 (50–79%) | Improvement required. Structured action plan within 30 days. |
| Red | 0–37 (0–49%) | Non-compliant. Priority intervention. Escalate to regional management. |

**AutoSmart Tip:** DVSA conducts unannounced targeted enforcement visits to MOT testing stations, and poor quality scores in the DVSA's Earned Recognition or monitoring programme increase visit frequency. The most effective way to maintain DVSA readiness is to treat every test as if it is being observed — consistency of process and defect classification across all testers is the clearest signal of a well-governed testing operation.

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## Scorecard

Circle a score 1–5 for each criterion. Record observations in the Notes column.

| No. | Criterion / Question | 1 | 2 | 3 | 4 | 5 | Notes |
|---|---|---|---|---|---|---|---|
| **TESTER APPROVAL & TEST BAY CONDITION** | | | | | | | |
| 1 | Are all MOT testers at the centre currently approved by DVSA, with valid tester approval records on file and no lapsed or suspended approvals in active use? | ○ | ○ | ○ | ○ | ○ | |
| 2 | Is the Authorised Examiner (AE) designation current, with the AE's responsibilities, delegated tester manager (TM) appointments, and site nomination records up to date? | ○ | ○ | ○ | ○ | ○ | |
| 3 | Are test bays maintained in the condition required by DVSA, including adequate lighting, ventilation, pit or ramp specification, and minimum dimensions? | ○ | ○ | ○ | ○ | ○ | |
| 4 | Is the test bay free from hazards, clutter, and non-testing vehicles during MOT testing, meeting the safe working environment requirements? | ○ | ○ | ○ | ○ | ○ | |
| **EQUIPMENT CALIBRATION** | | | | | | | |
| 5 | Is the brake testing equipment (roller brake tester or plate brake tester) calibrated within the required interval, with current calibration certificate on file? | ○ | ○ | ○ | ○ | ○ | |
| 6 | Is the headlamp aim tester calibrated and in correct working order, with calibration records available? | ○ | ○ | ○ | ○ | ○ | |
| 7 | Are emissions testing equipment items (exhaust gas analyser, smoke meter, OBD reader) calibrated, serviced, and approved for use in MOT testing? | ○ | ○ | ○ | ○ | ○ | |
| 8 | Is all test equipment on the DVSA-approved equipment list, with no non-approved substitutes or modifications in use? | ○ | ○ | ○ | ○ | ○ | |
| **MOT PROCESS COMPLIANCE & RECORDS** | | | | | | | |
| 9 | Is the MOT testing sequence followed consistently for all vehicle classes tested, without steps being skipped under time pressure? | ○ | ○ | ○ | ○ | ○ | |
| 10 | Are all MOT test records created and submitted via the DVSA MOTH system in real time during the test, with no retrospective or batch entries? | ○ | ○ | ○ | ○ | ○ | |
| 11 | Is the defect classification (dangerous, major, minor, advisory) applied consistently and correctly by all testers, with borderline defects handled through the documented protocol? | ○ | ○ | ○ | ○ | ○ | |
| **CUSTOMER COMMUNICATION & DVSA AUDIT READINESS** | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **12** | Are test results clearly explained to the customer, with specific defects described in plain language and the distinction between dangerous/major failures and advisory notes communicated? | ○ | ○ | ○ | ○ | ○ | |
| **13** | Are customers informed of their right to request a DVSA appeal inspection if they dispute a test result? | ○ | ○ | ○ | ○ | ○ | |
| **14** | Is the site prepared to receive a DVSA targeted enforcement visit at any time — with records, equipment, bays, and tester credentials immediately accessible? | ○ | ○ | ○ | ○ | ○ | |
| **15** | Are findings from previous DVSA monitoring visits or enforcement actions closed out, with evidence of corrective action available? | ○ | ○ | ○ | ○ | ○ | |
| **OVERALL SCORE →** | / 75 = % | | | | | | |

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## Category Summary & RAG Status

Transfer category totals from the scorecard. Assign RAG status and record the priority action for each category.

| Category | Score | % | RAG | Priority Action |
|---|---|---|---|---|
| Tester Approval & Test Bay Condition | /20 | | | |
| Equipment Calibration | /20 | | | |
| MOT Process Compliance & Records | /15 | | | |
| Customer Communication & DVSA Audit Readiness | /20 | | | |
| **OVERALL SCORE** | **/75** | | | |

## Sign-Off

| | |
|---|---|
| **Auditor Name** | |
| **Auditor Signature** | |
| **Date** | |
| **Authorised Examiner Name** | |
| **Authorised Examiner Signature** | |
| **Next Audit Date** | |

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# Action Plan Tracker

## MOT Testing Centre Compliance — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close MOT Testing Centre Compliance non-compliances

| | |
|---|---|
| **Dealer / Center Name** | |
| **Dealer Code** | |
| **Region / Zone** | |
| **Audit Cycle / Period** | |
| **Tracker Owner (ASM / ZSM)** | |
| **Date Opened** | |
| **Target Close Date** | |

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## How to Use This Tracker

This tracker is designed to be completed immediately following a MOT Testing Centre Compliance audit. Every non-compliance recorded must be logged here as an action item and progressed through all four stages before it is considered resolved.

## Four-Stage Workflow

| 1. PENDING | 2. IN PROGRESS | 3. COMPLETED | 4. APPROVED |
|---|---|---|---|
| Finding assigned. Owner & date set. | Work underway. Evidence being gathered. | Dealer submits evidence for review. | Auditor verifies and closes the item. |

## Stage Rules

| Stage | Actioned by | Required action | Evidence required |
|---|---|---|---|
| PENDING | ASM / Auditor | Assign a named responsible party. Set a close date. Log the non-compliance description. | No evidence required at this stage. |
| IN PROGRESS | MOT Testing Centre Compliance / Dealer Team | Begin remediation. Update status. Upload progress evidence as work is completed. | In-progress photos, supporting documents, records. |
| COMPLETED | Authorised Examiner | Mark item complete and submit for review. Evidence must be attached before submission. | Photo of rectified item, signed procedure, supporting evidence. |
| APPROVED | ASM / ZSM / Auditor | Review evidence. Verify compliance on next site visit if required. Approve and close. | Auditor sign-off. Date of verification recorded. |

## Tracker Summary

Fill in after completing each audit cycle.

| Stage | Description | Count | Notes |
|---|---|---|---|
| PENDING | Not yet started | | |
| IN PROGRESS | Work underway | | |
| COMPLETED | Awaiting approval | | |
| APPROVED | Verified & closed | | |

**AutoSmart Tip:** With AutoSmart Audit, every non-compliance is automatically converted into an action item at the point of audit — with owner assignment, close dates, evidence upload, and a four-stage approval workflow built in. No spreadsheets. No manual follow-up.

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# Action Plan Tracker

Log every non-compliance from the audit below. Progress each item through all four stages before closure.

| STAGE — PENDING | | | | | | |
|---|---|---|---|---|---|---|
| **Ref** | **Non-Compliance / Gap Description** | **Category** | **Responsible Party** | **Target Date** | **Status** | **Evidence / Notes** |
| P-01 | | | | | | |
| P-02 | | | | | | |
| P-03 | | | | | | |
| P-04 | | | | | | |
| P-05 | | | | | | |
| P-06 | | | | | | |
| P-07 | | | | | | |
| P-08 | | | | | | |
| P-09 | | | | | | |
| P-10 | | | | | | |

| STAGE — IN PROGRESS | | | | | | |
|---|---|---|---|---|---|---|
| **Ref** | **Non-Compliance / Gap Description** | **Category** | **Responsible Party** | **Target Date** | **Status** | **Evidence / Notes** |
| I-01 | | | | | | |
| I-02 | | | | | | |
| I-03 | | | | | | |
| I-04 | | | | | | |
| I-05 | | | | | | |
| I-06 | | | | | | |
| I-07 | | | | | | |
| I-08 | | | | | | |

| STAGE — COMPLETED | | | | | | |
|---|---|---|---|---|---|---|
| **Ref** | **Non-Compliance / Gap Description** | **Category** | **Responsible Party** | **Target Date** | **Status** | **Evidence / Notes** |
| C-01 | | | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| C-02 | | | | | | |
| C-03 | | | | | | |
| C-04 | | | | | | |
| C-05 | | | | | | |
| C-06 | | | | | | |

| STAGE — APPROVED | | | | | | |
|---|---|---|---|---|---|---|
| **Ref** | **Non-Compliance / Gap Description** | **Category** | **Responsible Party** | **Target Date** | **Status** | **Evidence / Notes** |
| A-01 | | | | | | |
| A-02 | | | | | | |
| A-03 | | | | | | |
| A-04 | | | | | | |
| A-05 | | | | | | |
| A-06 | | | | | | |

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## Cycle Sign-Off

To be completed once all action items in this cycle are Approved. Both the Authorised Examiner and the Regional Auditor must sign.

| | |
|---|---|
| **Dealer Principal Name** | |
| **Dealer Principal Signature** | |
| **Regional Auditor / ASM Name** | |
| **Auditor Signature** | |
| **Date of Review** | |
| **Next Review Date** | |

## Cycle Notes

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|---|
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